

CENTER FOR SUBSTANCE ABUSE TREATMENT

OPIOID TREATMENT ACCREDITATION TECHNICAL ASSISTANCE PROJECT

OPERATIONALIZING CULTURAL COMPETENCE IN TREATMENT SERVICES

PURPOSE

The goal of the two-day "Operationalizing Cultural Competence in Treatment Services" workshop is to create understanding of the impact of cultural competence in effective substance abuse treatment, to develop strategic approaches that address diversity in the delivery of services, and to implement the National Standards for Cultural Competence in Healthcare.

OBJECTIVES

Upon completion of the two-day workshop, participants will be able to:

- Develop a framework for discussing and learning about cultural competence
- Create the business case for cultural competence in treatment services
- Address barriers to becoming more culturally competent
- Use the National Standards for Cultural Competence in Healthcare to assess an organization's capacity to serve racially and culturally diverse clients
- Develop tools, strategies, and structures to operationalize cultural competence in treatment services
- Create a strategic plan for diversity and cultural competence that involves all levels of the organization

MODULE DESCRIPTION – DAY ONE

Module One: Introduction to the Workshop

The purpose of this module is to set the tone for the workshop and create a safe space for participants to learn about cultural competence.

Module Two: A Framework for Cultural Competence

The goal of this segment of the workshop is to create common understanding of the terms and definitions that are used in the field and during the training.

Module Three: The Business Case for Cultural Competence

The goal of this module is to help the participants understand the connection between cultural competence and the capacity to delivery quality substance abuse treatment services to all clients.

Module Four: Individual and Group Barriers to Cultural Competence

The purpose of this module is to give the participants the opportunity to think about and discuss how individual and group cultural identity can create barriers to providing culturally competent treatment services.

Module Five: Assessing an Organization's Cultural Competence

The goal of this session is to motivate the participants to conduct an assessment of their organizations' cultural competence and to identify areas that need improvement.

Module Six: Planning for Change

This module will be the first of two planning sessions the attendees will participate in during the workshop. The Day One planning session will focus on the steps the participants will need to take to implement an organizational assessment in their agencies.

Module Seven: Day One Closing Activities

The purpose of the closing activities is to summarize Day One activities, gain informal feedback from the participants about the first day of the training, and to review the topics that will be covered on Day Two of the workshop.

MODULE DESCRIPTION - DAY TWO

Module One: Day Two Opening Activities

The purpose of this module is to set the tone for the second day of the workshop by reviewing the agenda, housekeeping rules, and logistical arrangements.

Module Two: Providing Culturally Competent Care

This module is focused on how to provide culturally competent care for all clients and their families. Case studies will be used to generate discussion about how best to serve diverse clients.

Module Three: Improving Language Access Services

This section of the training addresses culturally competent communication. A game will be used to simulate what happens in organizations when culturally competent communication is lacking or is not handled properly.

Module Four: Creating Organizational Support for Cultural Competence

The purpose of this module is to allow the participants to identify strategies and activities that will create organizational support for implementing cultural competence initiatives. The session will address creating organizational support and involvement by the board of directors, staff, clients and their families, and at community levels.

Module Five: Drafting a Cultural Competence Strategic Plan

The goal of this part of the workshop is to have participants draft a diversity or cultural competence strategic plan. Participants will be provided with an overview of how to implement an effective planning process, sample diversity plans, and a planning form.

Module Six: Workshop Closing

The purpose of this module is to summarize the training and have the participants provide formal feedback about the overall effectiveness of the workshop.